

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	728	755	-4%
	Admits	615	503	22% ▲
	Discharges	479	641	-25% ▼
	Service Hours	4,745	5,253	-10%
	Bed Days	8,362	7,231	16% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	326	40.2%
	Residential Services	67	8.3%
<b>Mental Health</b>	Case Management	193	23.8%
	Outpatient	93	11.5%
	Residential Services	4	0.5%
<b>Forensic SA</b>	Case Management	128	15.8%

## Consumer Satisfaction Survey

(Based on 200 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		97%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		97%	80%	92%
✓ Overall		96%	80%	91%
✓ Respect		95%	80%	91%
✓ Access		93%	80%	88%
✓ Outcome		89%	80%	83%
✓ Recovery		88%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

## Client Demographics

Age	#	%	State Avg
18-25	67	9%	16%
26-34	172	24%	24%
35-44	158	22%	19%
45-54	174	24%	23%
55-64	71	10%	14%
65+	80	11%	4%

Ethnicity	#	%	State Avg
Non-Hispanic	357	49%	75% ▼
Unknown	172	24%	6% ▲
Hisp-Puerto Rican	162	22%	12%
Hispanic-Other	35	5%	6%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Gender	#	%	State Avg
Male	417	57%	60%
Female	311	43%	40%

Race	#	%	State Avg
Black/African American	215	30%	17% ▲
Other	199	27%	13% ▲
Unknown	171	23%	3% ▲
White/Caucasian	103	14%	66% ▼
Asian	36	5%	1%
Am. Indian/Native Alaskan	3	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	99	-6%
Admits	42	39	8%
Discharges	38	56	-32% ▼
Service Hours	792	914	-13% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	67%
SA Screen Complete	90%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	92%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	50%	50%	40%	0%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		15	16%	30%	21%	-14% ▼
● Social Support		38	40%	60%	66%	-20% ▼
● Stable Living Situation		72	75%	95%	85%	-20% ▼
● Improved/Maintained Axis V GAF Score		38	48%	75%	57%	-27% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	91%	90%	86%	1%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		26	67%	75%	69%	-8%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													83%
Services													67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	3	3	0%
Discharges	3	3	0%
Service Hours	-	-	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	94%

Cooccurring	Actual	State Avg
MH Screen Complete	33%	94%
SA Screen Complete	33%	94%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	50%	65%	50% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	88%	40% ▲
Stable Living Situation		4	100%	85%	94%	15% ▲
Employed		1	25%	25%	12%	0%
Improved/Maintained Axis V GAF Score		3	100%	95%	72%	5%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	98%	N/A ▼

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													25%
Discharges													25%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

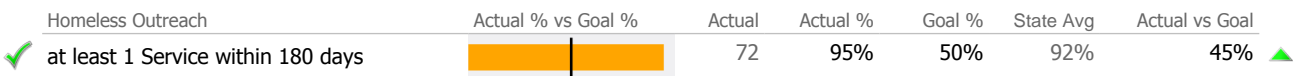
Actual Goal Goal Met Below Goal

\* State Avg based on 51 Active Residential Support Programs

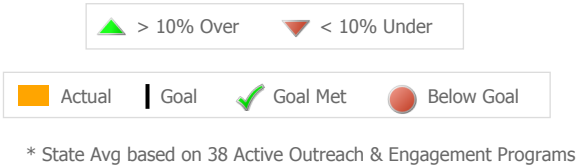
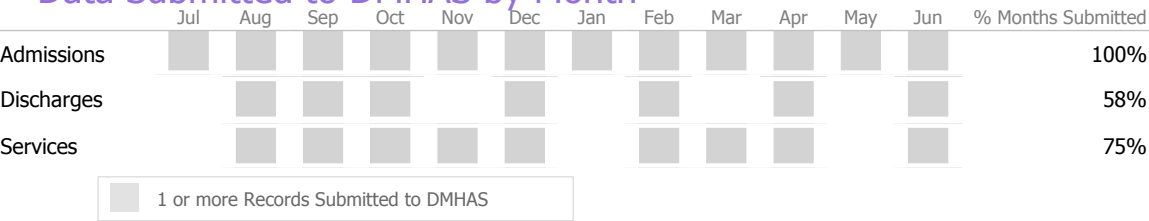
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	59	31%	▲
Admits	80	52	54%	▲
Discharges	78	58	34%	▲
Service Hours	82	53	56%	▲

Service Engagement



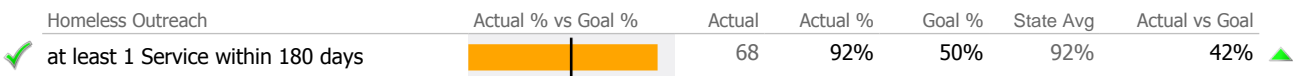
Data Submitted to DMHAS by Month



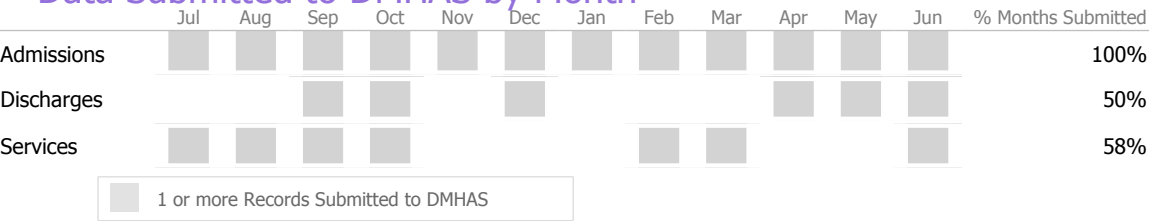
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	217	-55%	▼
Admits	75	44	70%	▲
Discharges	15	195	-92%	▼
Service Hours	183	221	-17%	▼

Service Engagement



Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	12	92% ▲
Admits	20	11	82% ▲
Discharges	5	10	-50% ▼
Service Hours	167	104	60% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div><div></div></div>	16	70%	85%	89%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	16	89%	90%	97%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 87%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div> 100%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⬤ Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	55	22% ▲
Admits	58	48	21% ▲
Discharges	51	48	6%
Service Hours	476	337	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	22%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	23	45%	50%	76%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	<div><div></div></div>	51	76%	60%	57%	16% ▲
Social Support	<div><div></div></div>	50	75%	60%	55%	15% ▲
Stable Living Situation	<div><div></div></div>	62	93%	80%	44%	13% ▲
Employed	<div><div></div></div>	10	15%	20%	15%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	16	89%	90%	81%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	92%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual  Goal 

✓

 Goal Met 

●

 Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	101	19% ▲
Admits	100	80	25% ▲
Discharges	94	82	15% ▲
Service Hours	192	214	-10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	33%	22%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		72	77%	50%	76%	27% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		87	71%	60%	57%	11% ▲
● Social Support		51	41%	60%	55%	-19% ▼
● Employed		0	0%	20%	15%	-20% ▼
● Stable Living Situation		19	15%	80%	44%	-65% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	97%	90%	81%	7%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■		■	■	■	■		■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 8 Active Standard Case Management Programs



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	326	260	25% ▲
Admits	193	161	20% ▲
Discharges	145	128	13% ▲
Service Hours	2,854	3,411	-16% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	58%	95%
Valid TEDS Data	86%	92%
On-Time Periodic		
6 Month Updates	33%	33%
Cooccurring		
MH Screen Complete	97%	97%
SA Screen Complete	97%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	95%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		100	69%	50%	51%	19% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		218	65%	55%	58%	10%
● Not Arrested		213	63%	75%	86%	-12% ▼
● Improved/Maintained Axis V GAF Score		116	47%	75%	62%	-28% ▼
● Self Help		59	18%	60%	26%	-42% ▼
● Employed		13	4%	50%	40%	-46% ▼
● Stable Living Situation		123	37%	95%	85%	-58% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		169	88%	90%	81%	-2%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		106	57%	75%	73%	-18% ▼

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■			■	83%
Services	■	■	■	■			■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

## Women's and Childrens Residential Program

Community Renewal Team (CRT)

Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	84	-20% ▼
Admits	44	65	-32% ▼
Discharges	50	61	-18% ▼
Bed Days	8,362	7,231	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	98%
Valid TEDS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	11%	7%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	98%
SA Screen Complete	94%	98%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		34	68%	70%	71%	-2%
No Re-admit within 30 Days of Discharge		48	96%	85%	91%	11% ▲
Follow-up within 30 Days of Discharge		21	62%	90%	58%	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		57	85%	70%	80%	15% ▲
Improved/Maintained Axis V GAF Score		36	61%	95%	89%	-34% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	205 days	0.1	109%	90%	100%	19% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

\* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs